

User Manual

Unity for Mac – V1.2.2.2

Version 2.1

07-Oct-14

Kakapo Systems

Revision History

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09-Sep-2013	Installation	Felix Rovin Vincent & Ebin James	Unapproved	V0.1
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07-Oct-2014	Added steps to find the logs if Unity Application is not started.	Amith K Bharathan	Unapproved	V2.1

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1 Introduction

This document is intended for end users who wish to use the ‘Unity for Mac’ product. The basic steps to install, uninstall, configure settings and retrieve logs are covered in this document under their respective sections.

2 Overview

Unity for Mac

“Unity for Mac” is a Java client that combines call control, instant messaging and presence (IM&P), service configuration, enterprise support, click-to-dial busy lamp field to enhance the user experience. Unity improves workgroup collaboration, bringing users closer to each other and simplifying internal and external communication.

2.1 Key Features

- Call control
- Access to BroadWorks Directories
- User Status [Busy Lamp Field] – Displays up to 30 users
- Instant Messaging & Presence
- BroadWorks service configuration

2.2 System Requirements

- Mac OS X 10.6 or higher
- Intel Processor

2.3 Software Requirement

- Apple-provided Java SE 6

2.4 Hardware Requirements

- Minimum 128 MB RAM
- Minimum 200 MB of disk space

2.5 Network Requirement

- A working network card or Wi-Fi and internet connectivity is necessary for running this software.

3 Configure Security & Privacy

3.1 Allow Unity app to be installed

By default, the Mac ‘Security & Privacy’ setting is to allow only apps downloaded from Mac App Store and hence will not allow user to install Unity and shows an alert as below.



Figure 1 GateKeeper popup

The user may either change ‘Security & Privacy’ preferences as shown in the screenshot below,



Figure 2 Security & Privacy

or can alternative click the package and choose open with Installer as shown below.

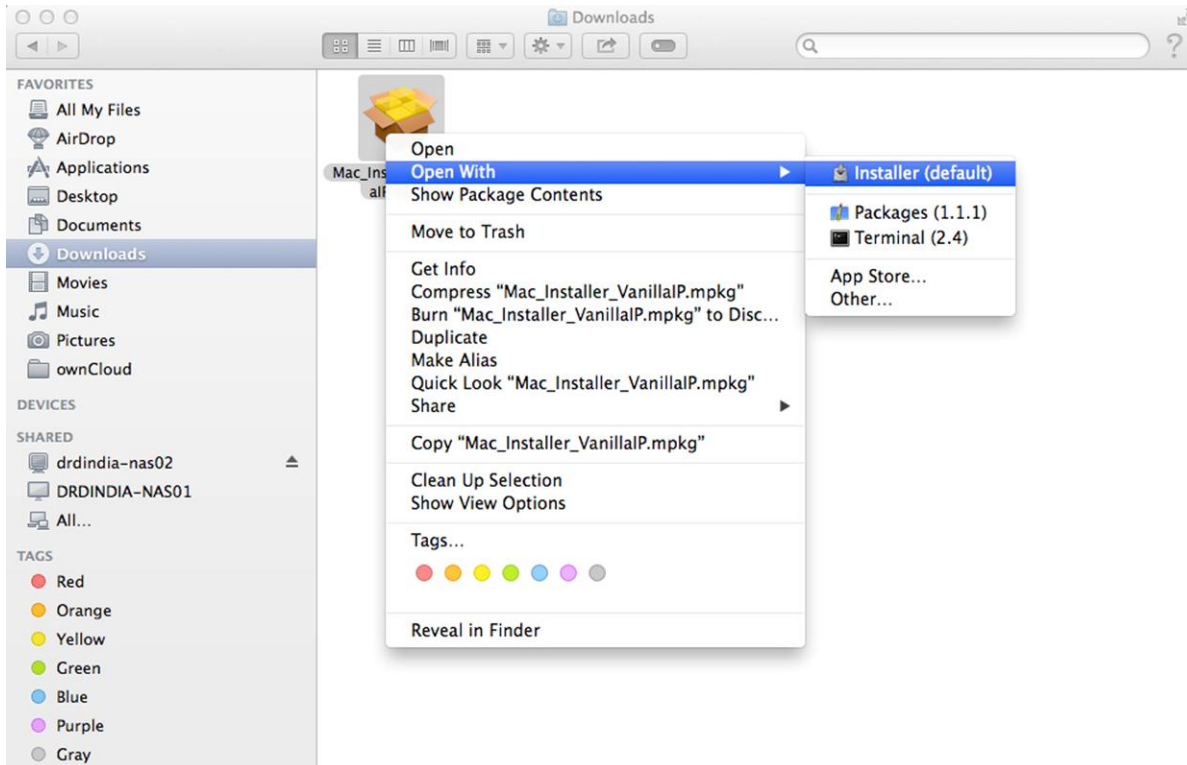


Figure 3 Open with Installer

Either method will allow the installer to be opened.

3.2 Allow network access to Unity

Navigate to 'Firewall' tab under 'Security & Privacy' in 'System Preferences'.



Figure 4 Firewall

Choose 'Firewall Options...'. Enable the check box "Automatically allow signed software to receive incoming connections" as shown below.



Figure 5 Allow incoming connections

4 Installation

1. Locate and double-click the UnityClient.mpkg.zip (Mac) file to extract. Please contact your service provider if unsure of the location of this file.
2. Double-click the UnityClient.mpkg
3. Follow the on-screen prompts to install the software.
4. After completing installation, open the Applications and click Unity icon.

4.1 Introduction

The first step outlines an introduction. Click the 'Continue' button to proceed.

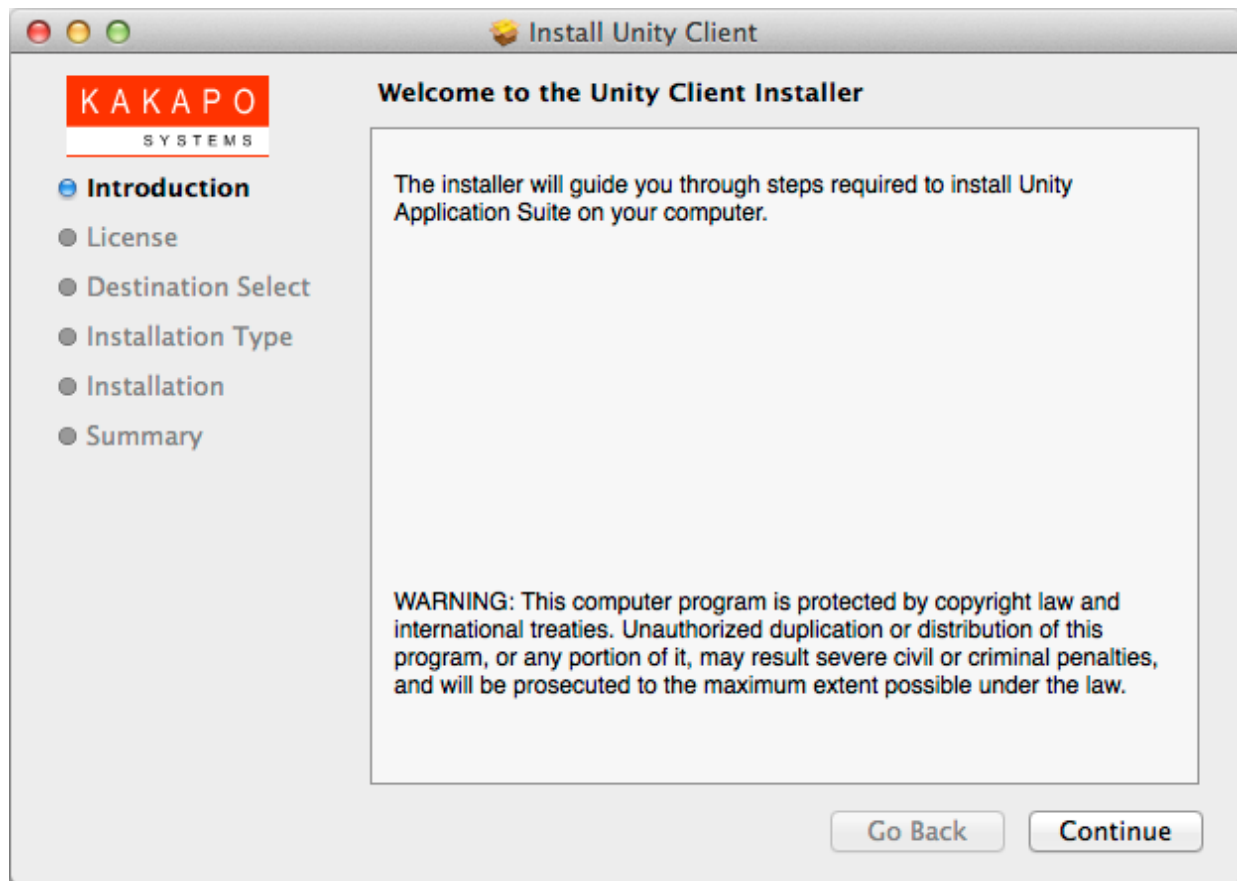


Figure 6 Introduction

4.2 License

The next step shows the Unity application suite Software License Agreement. Please make sure that you read the license agreement carefully before proceeding to the next step by clicking the ‘Continue’ button.

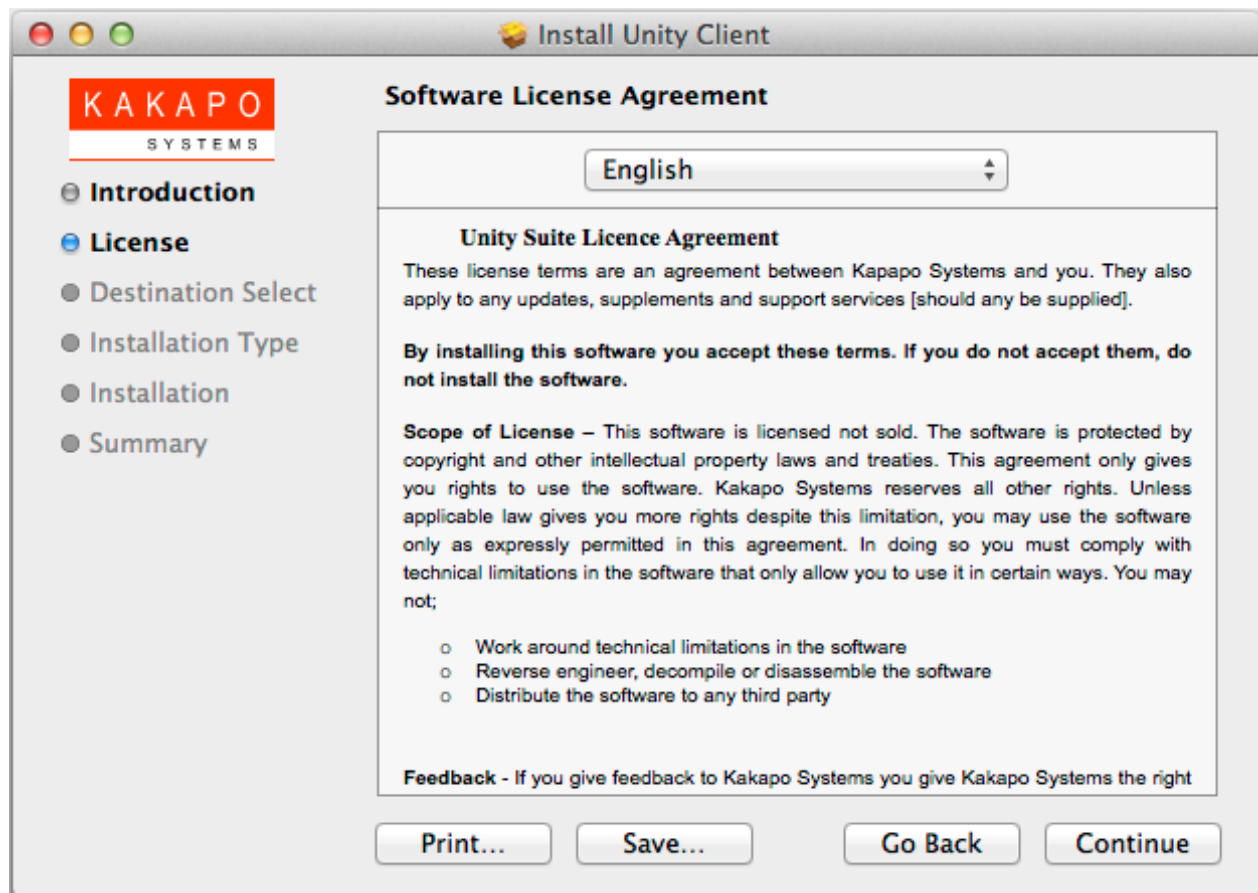


Figure 7 License

4.3 Terms of the software license agreement

This step asks for confirmation that you understand and accept the Unity Suite License Agreement. Click 'Agree' to continue with the installation.

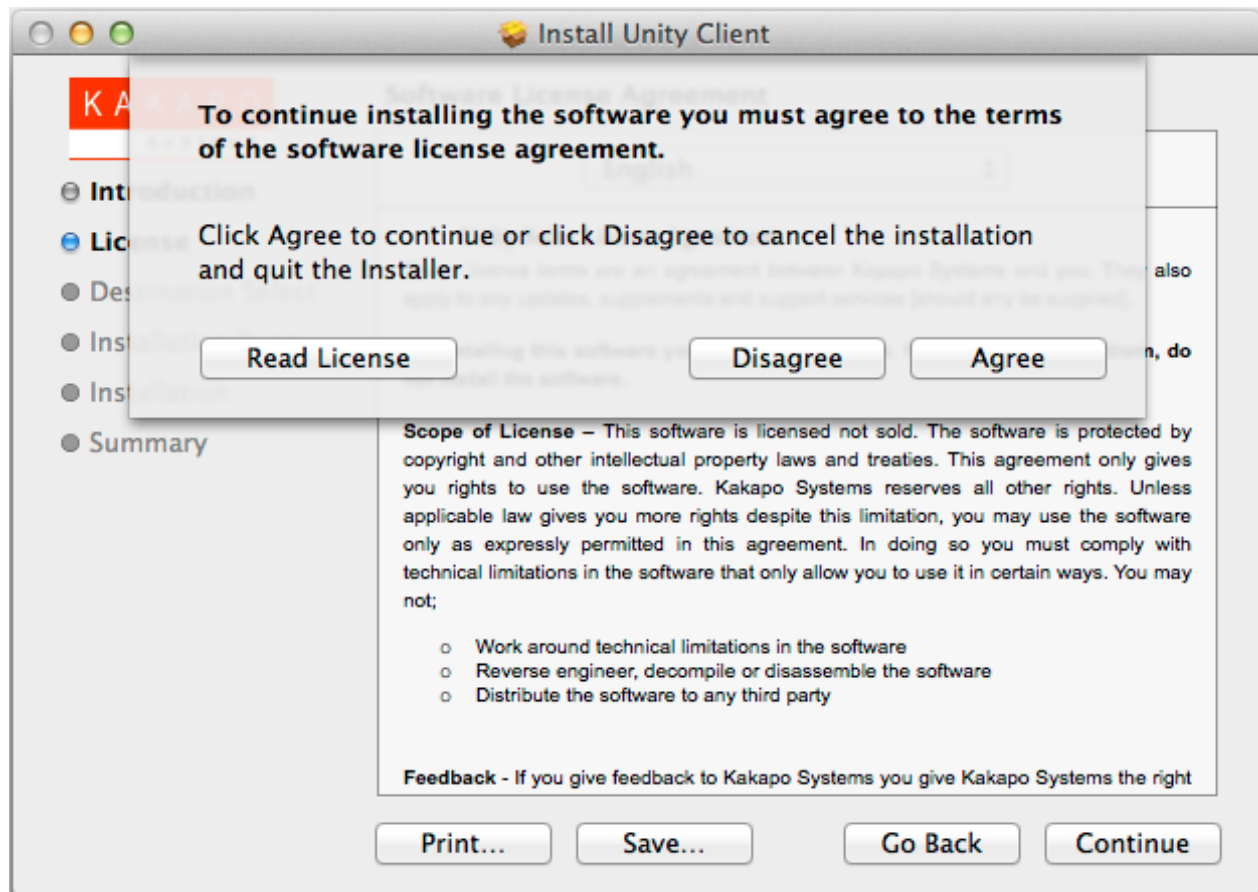


Figure 8 License agreement

4.4 Destination

This step allows you to change the location where Unity is installed. Click ‘Continue’ button to proceed.

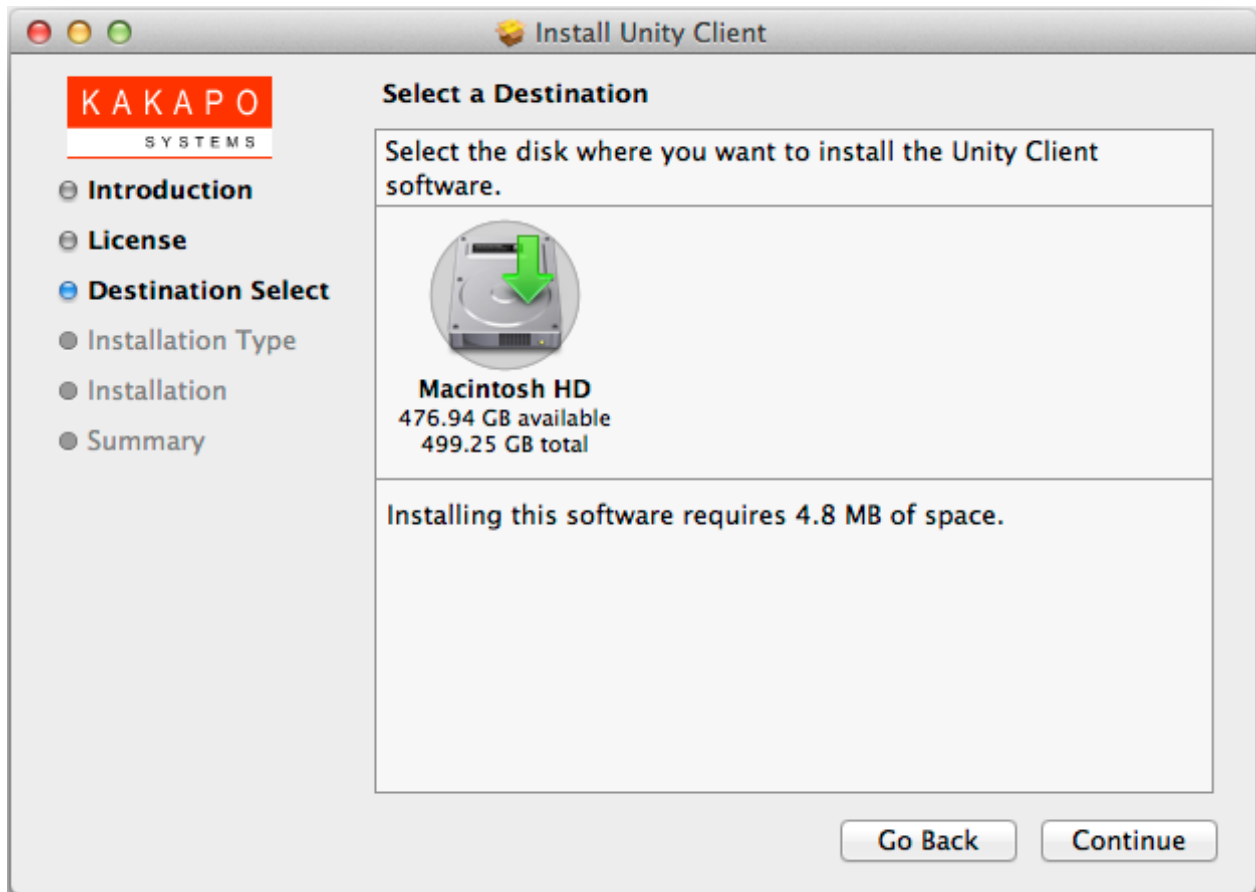


Figure 9 Destination

4.5 Installation Type

This step confirms the installation details and prompts the user to proceed with the installation.

Click the 'Install' button to install Unity.

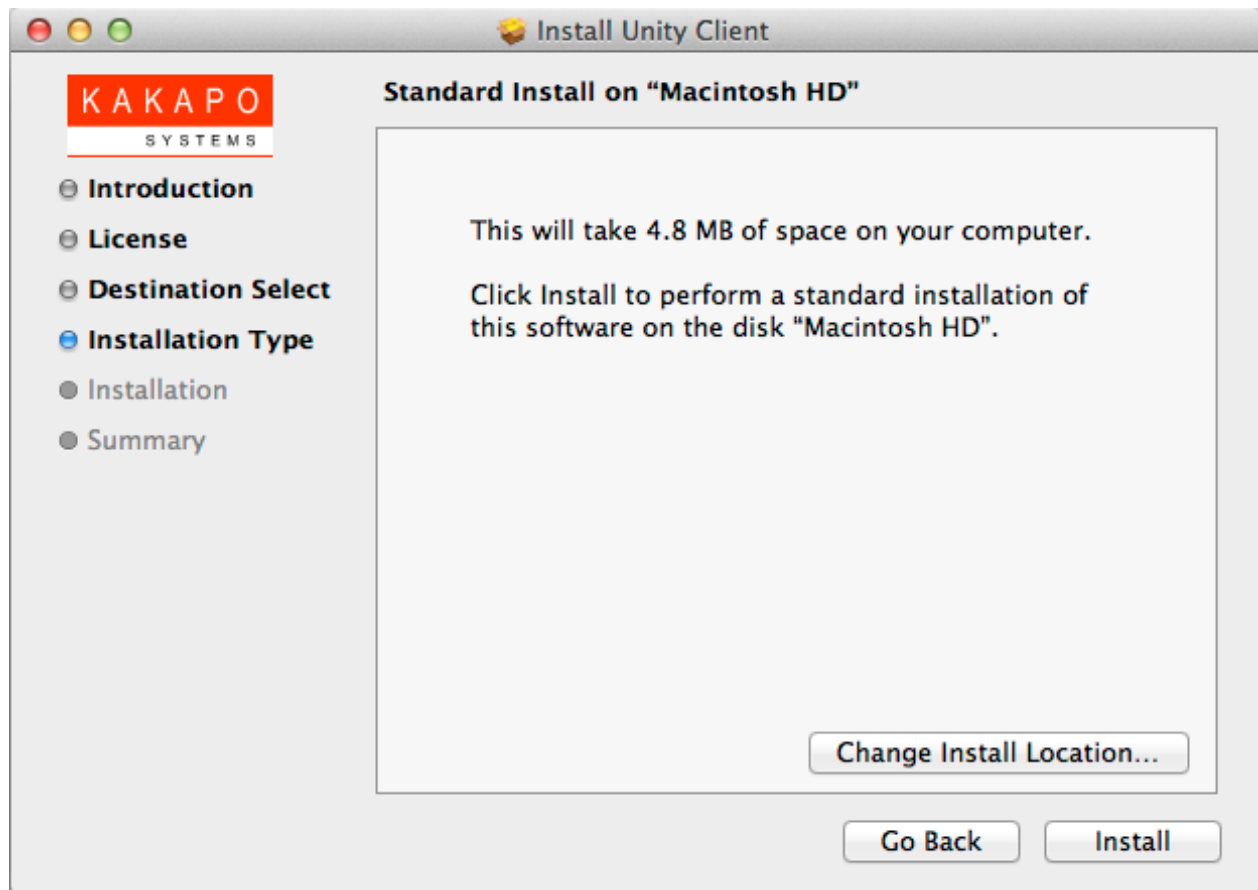


Figure 10 Installation type

4.6 Confirm Login Details

When installing Unity, you may be prompted to confirm the user name and password of your system. If so, please enter these details and click Install Software.

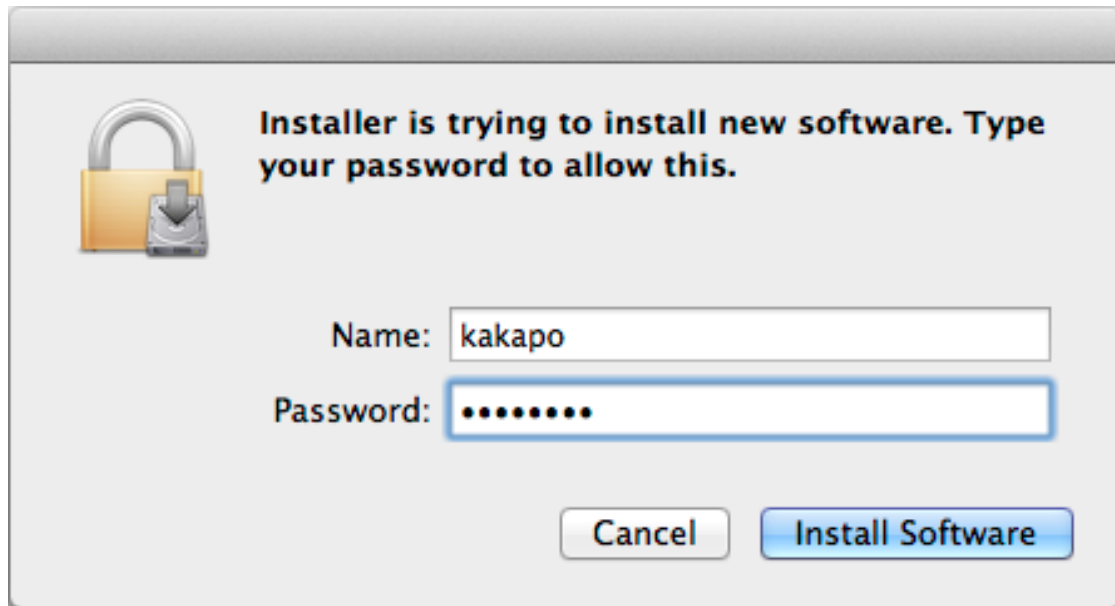


Figure 11 Confirm login details

4.7 Summary

At this point Unity is successfully installed on your system.

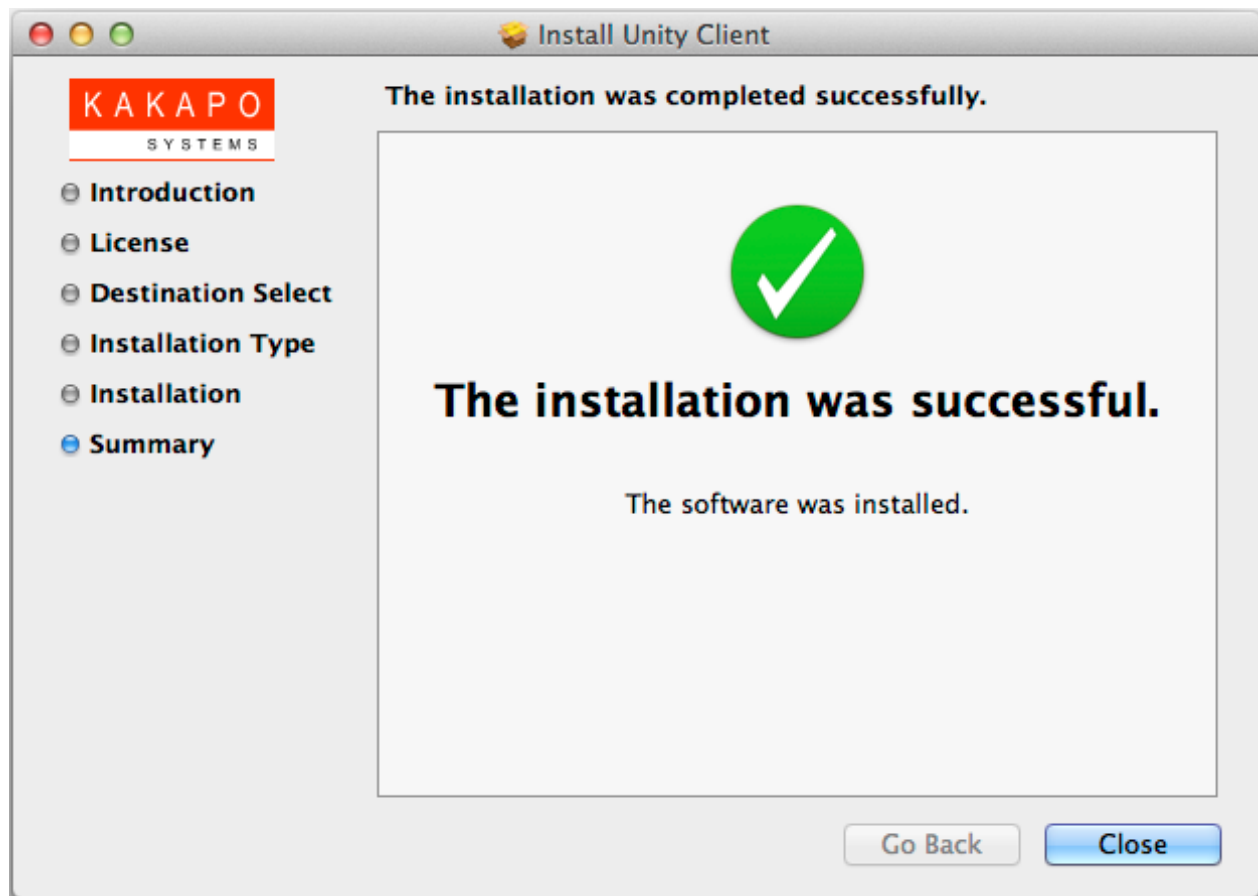


Figure 12 Summary

4.8 Launch Unity

After completing the installation, you will find Unity in Finder > Applications. Double click to launch Unity.

4.9 Getting Started

The first time Unity is launched, you may be prompted to enter authentication and connection details.

4.9.1 Entering Login Details

You will be prompted to enter authentication details when you first start Unity or if the login details entered were incorrect.



Figure 13 Prompt to enter authentication details

You may be required to include the domain as part of your login ID. Please contact your service provider if you are unsure what this is.

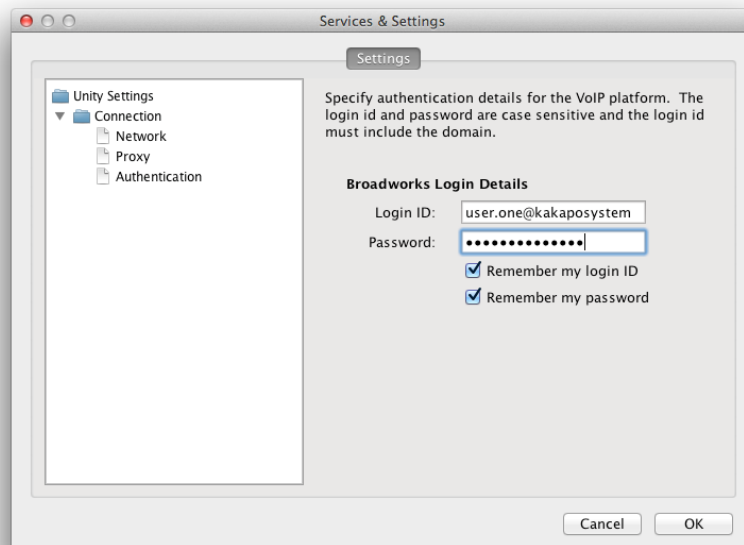


Figure 14 Authentication settings

4.9.2 Entering Connection Details

If the service provider connection details are not pre-configured, you will be prompted to enter them manually, as below

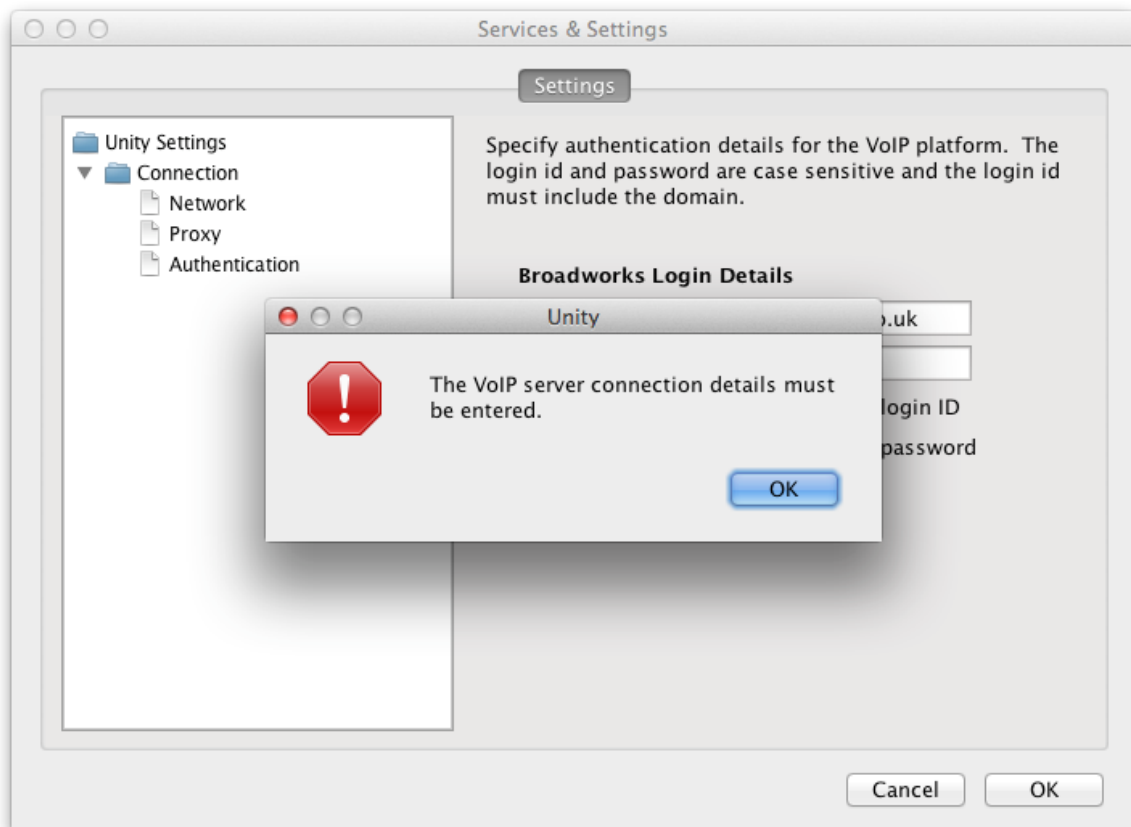


Figure 15 Prompt to enter connection details

Please ensure that the address of the VOIP server of your service provider is entered when entering the VoIP server details. Please contact your provider to confirm these details if unsure.

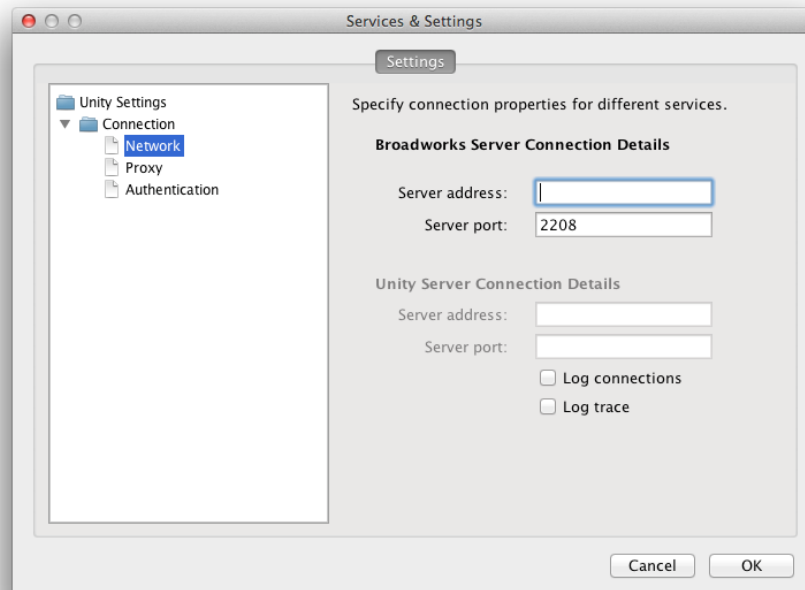


Figure 16 Network settings

Please note that you are not required to enter the Unity Server Connections Details.

4.10 Keep in Dock

You can select the 'Keep in Dock' option from the context menu meaning Unity is always shown in the dock. To do this, simply secondary click the Unity icon when running and select Keep in Dock, as below.



Figure 17 Keep in Dock

5 How to Retrieve Logs

5.1 From running application

Start 'Unity for Mac' app. From 'Help' menu, select 'About Unity'.

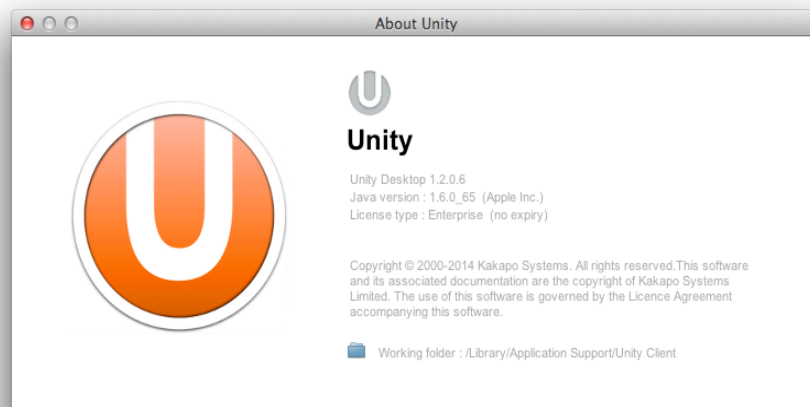


Figure 18 About Unity

From the 'About Unity' window, click on the folder icon to show the working folder contents in a file chooser. You may also navigate to the working folder using 'Finder'. You can find the "logs" folder inside "Unity Client" folder as shown below.

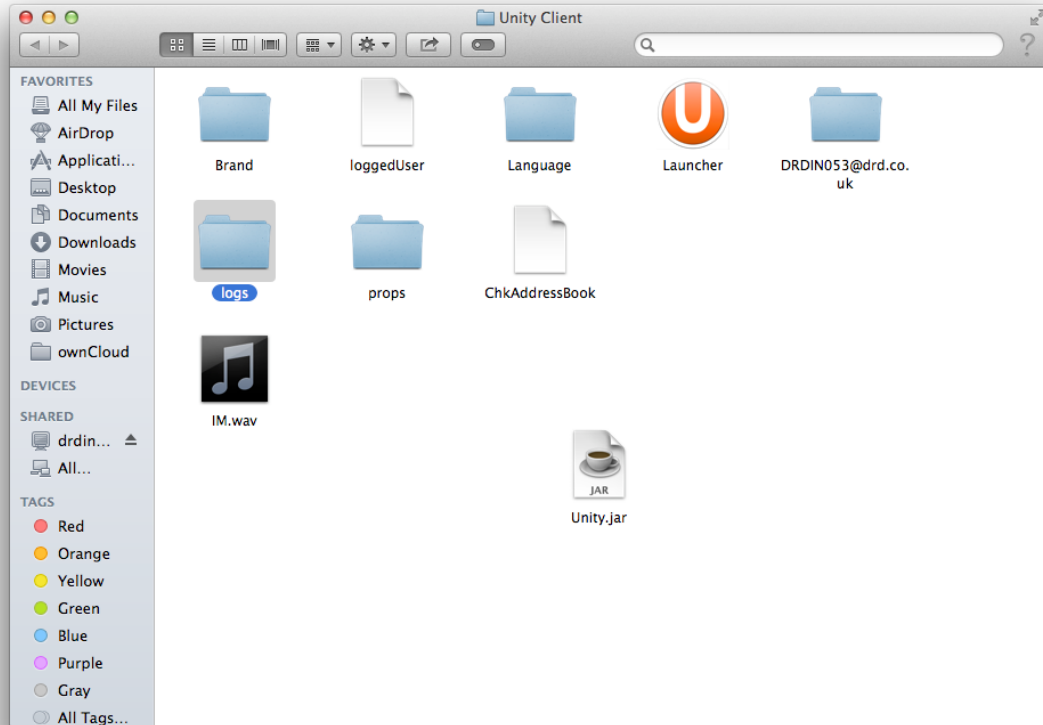


Figure 19 Logs Folder

Zip this folder by secondary clicking, then selecting 'Compress' from the context menu. This zipped folder should be sent to your service provider if requested.

5.2 Direct from “Unity Client” folder

If the user is unable to start Unity application itself, user can still retrieve the logs as follows:-

Select “Go to Folder” from the “Go” menu or use the short key **⇧⌘G**.

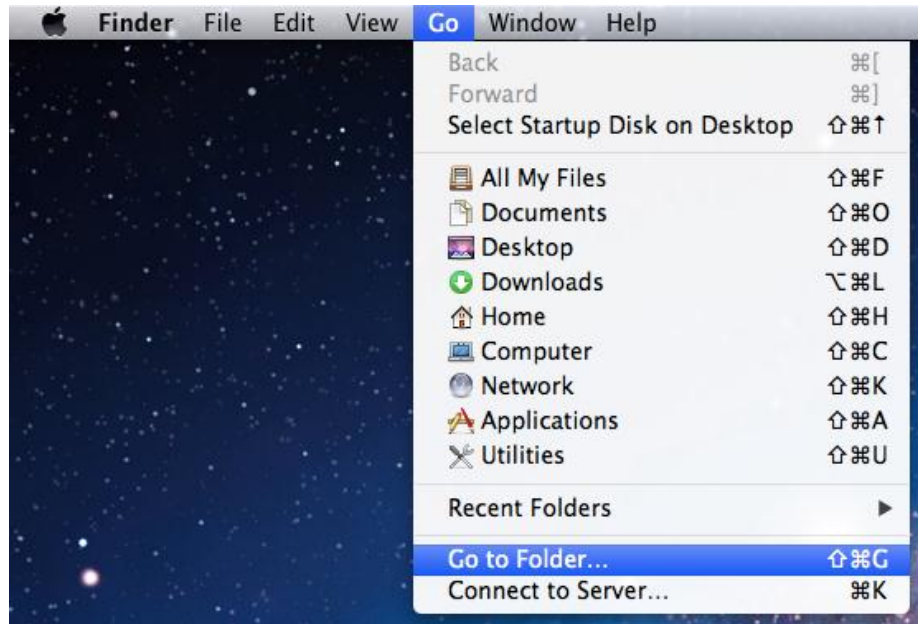


Figure 20 Go to Folder

Enter the folder path “/Library/Application Support/Unity Client/” and click “Go”.

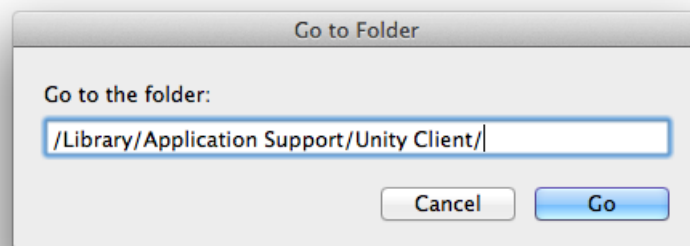


Figure 21 Enter path to Unity folder

You can find the “logs” folder inside the “Unity Client” folder.

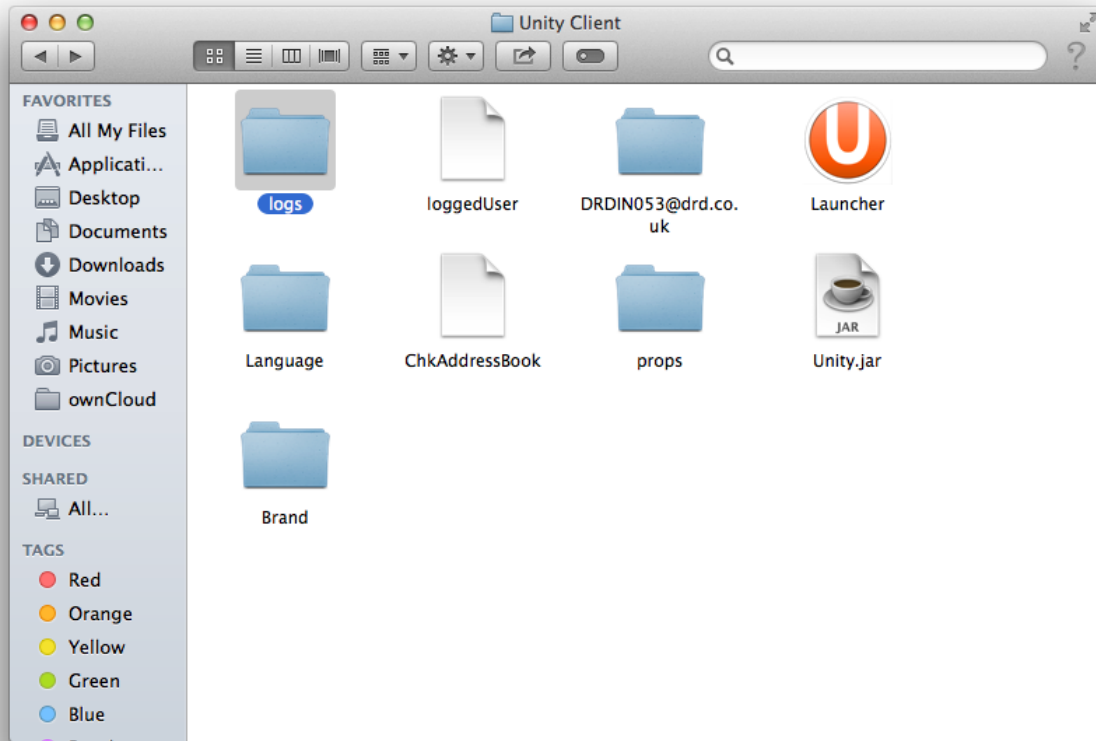


Figure 22 Logs folder

Zip this folder by secondary clicking, then selecting ‘Compress’ from the context menu. This zipped folder should be sent to your service provider if requested.

6 How to Uninstall Unity

6.1 Go to Finder

Go to Finder from the main dock.



Figure 23 Finder

6.2 Navigate to the Unity application

- Locate Unity in the Applications folder.

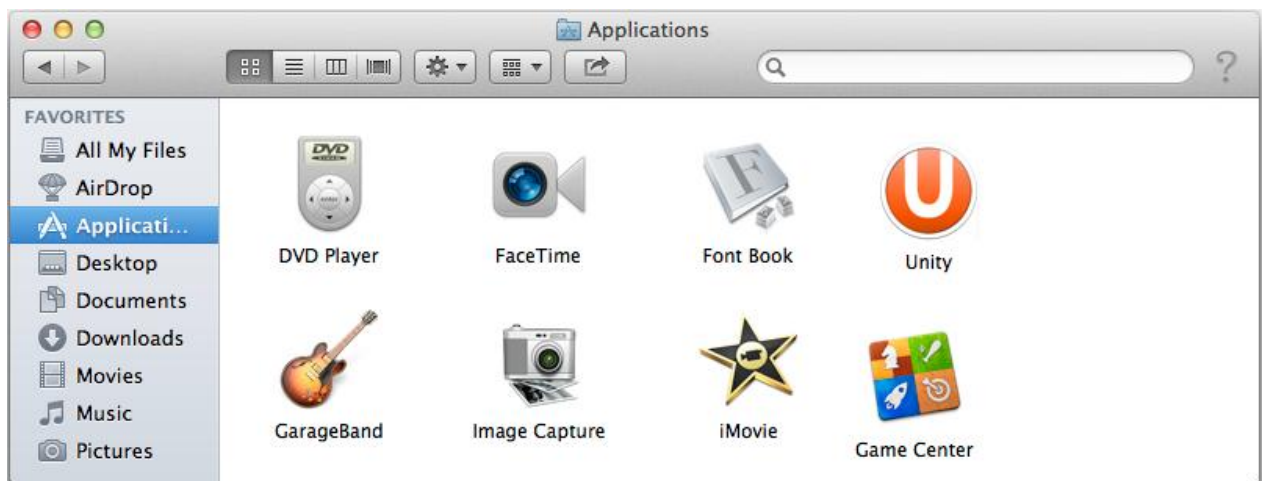


Figure 24 Applications

6.3 Move to Trash.

- Drag the Unity image to Trash or secondary click on the image and select Move to Trash.

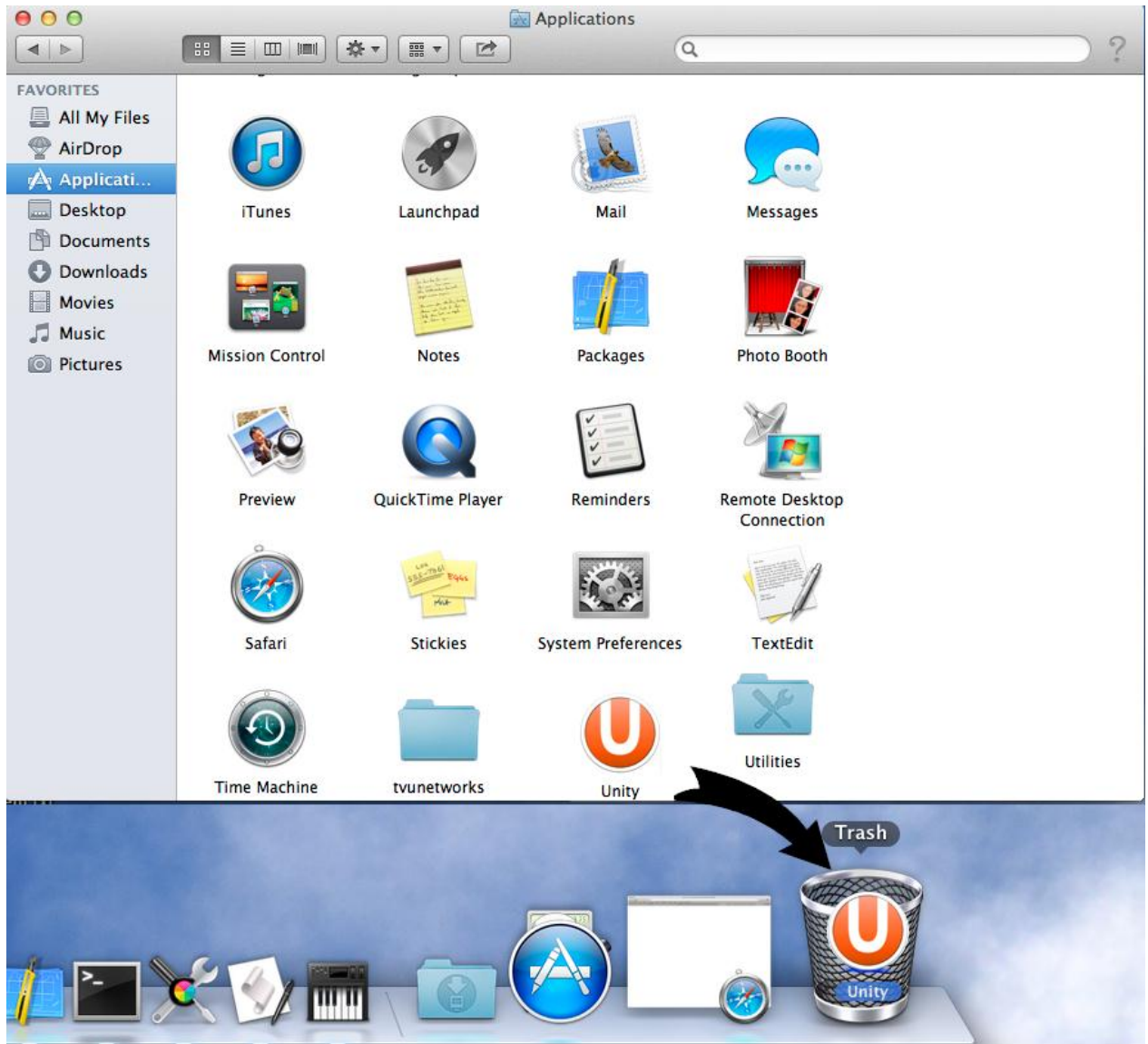


Figure 25 Move to Trash

6.4 Authenticate file deletion

You may be prompted to confirm the user name and password of your system. If so, please enter these details and click OK.

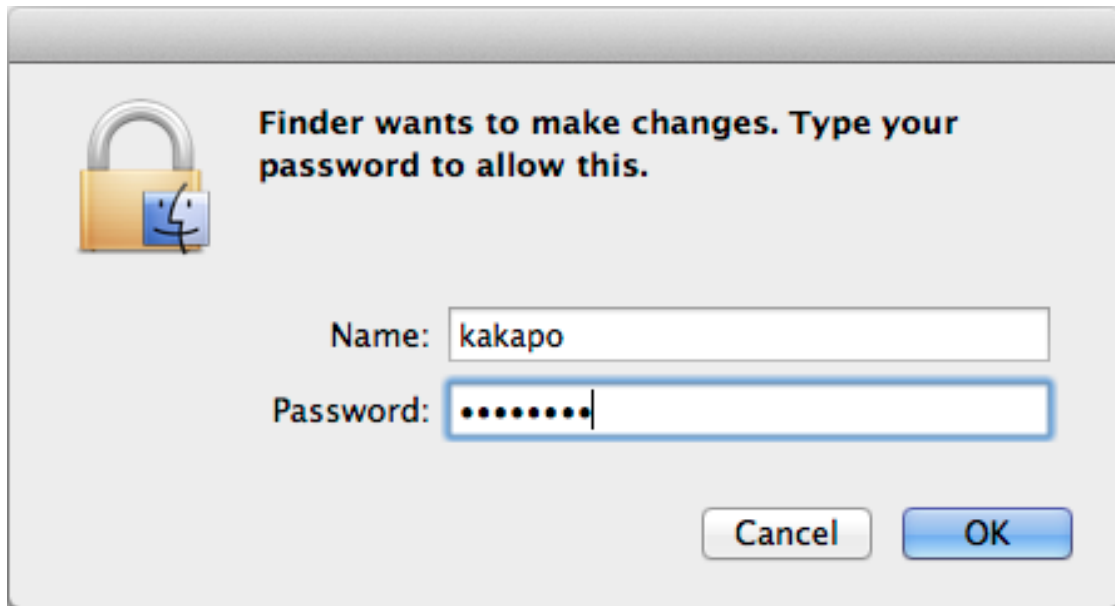


Figure 26 Name and Password

6.5 Make sure that Unity is not present in ‘Applications’.

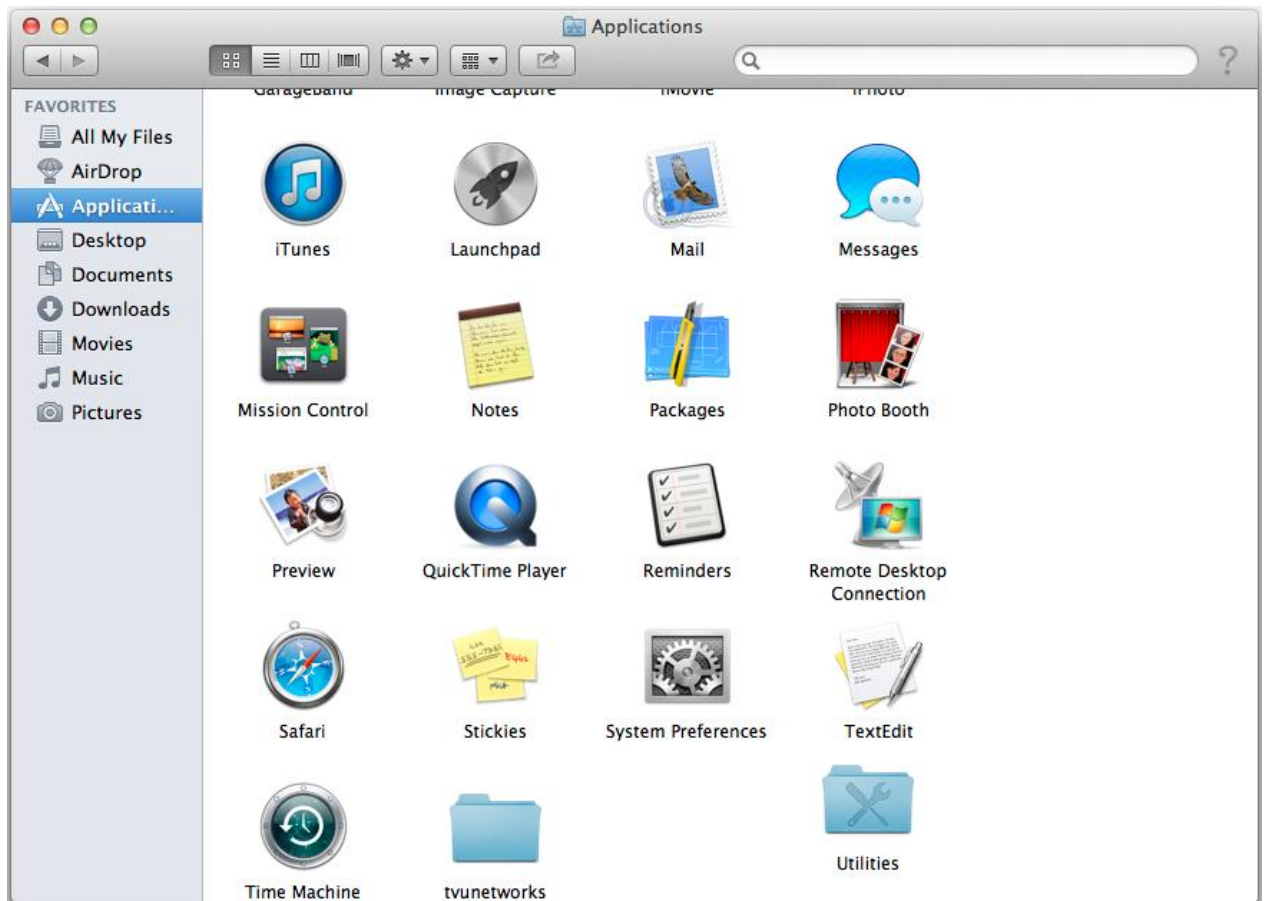


Figure 27 Unity is not present in ‘Applications’

If Unity is no longer present in the Applications folder then it has been successfully uninstalled.

6.6 Clean-up

Also, perform a clean-up by navigating to ‘Library’/‘Application Support’ and deleting the ‘Unity Client’ folder as shown below.

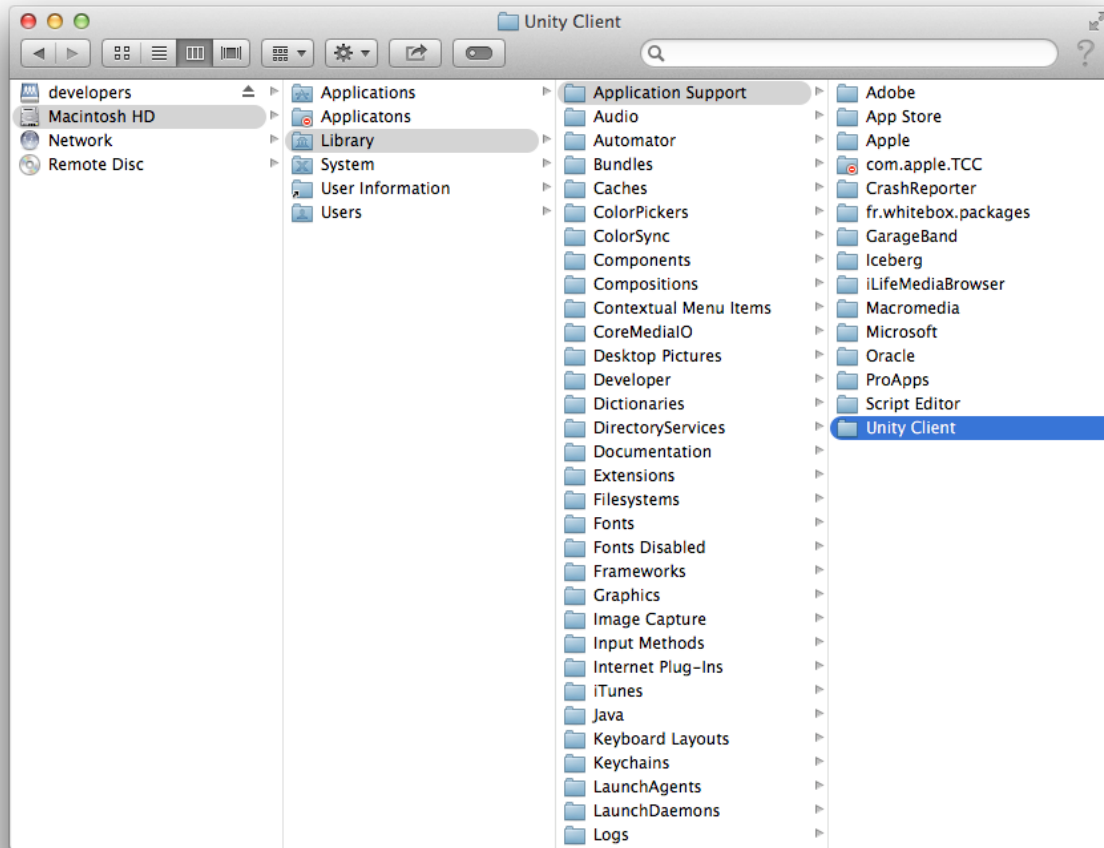


Figure 28 Delete 'Unity Client' folder